Troubleshooting

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Chat is down due to temporary outages

If a component fails, the Chat and Email Control gadget displays the following error message:

```
Chat is down due to temporary outages.
```

What to do?

- If the chat window is not dimmed, you can continue with the active chat sessions. If the chat window is dimmed, or you are ready to end a chat session, click **End** to close the chat session.
- If the error is displayed when you are performing an action on the Chat and Email Control gadget, retry after some time to check whether the system has recovered.

You are not configured for Chat and Email

When you log in to the Finesse desktop, the Chat and Email Control gadget displays the following error message:

```
You are not configured for Chat and Email.
```

What to do?

Contact your administrator.

An Error Occurred While Joining the Chat Room

You accept a chat contact and the following error appears:

```
An error occurred while joining the chat room.
```

What to do?

The connection to a system component is down. Contact your administrator.

Chat Disconnected

If a connection failure occurs during your initial attempt to join the chat session or after you join the chat session, the following error appears:

```
Chat disconnected.
```

What to do?

- Click **End** to close the chat session. The chat contact is marked as discarded.
- If the condition persists, contact your administrator.

Cannot Load Predefined Responses

You are in a chat session. No error appears on the desktop but the Predefined Response icon is dimmed.

What to do?

Contact your administrator.

Manage Chat and Email Gadget is Blank

The Manage Chat and Email gadget contains no content (is completely blank). No error message appears.

What to do?

A system service is down. Contact your administrator.

Auto Accept of Email Failed

If auto accept of email fails, the following error message appears on the Manage Chat and Email gadget and you are automatically moved to "Not Ready" state:

`Unable to accept Emails. Please contact your administrator for assistance.`

What to do?

If the condition persists, contact your administrator.

Unable To Load or Reply to Customer Email

You click the tab for an email contact in the Manage Chat and Email gadget or you click Send to reply to an email contact and one of the following messages appears:

- `Unable to retrieve customer's email. Contact your system administrator.`
- `Unable to reply to customer's email. Click Send to retry. If the problem persists, contact your system administrator.`

What to do?

If the error appears when you click the tab for an email contact:

1. Click the **Close Tab** link that appears beside the error message to remove the contact from the desktop.
2. Contact your system administrator.

If the error appears when you click Send to reply to an email contact:

1. Click **Send** to attempt to send the reply again.
2. If the operation fails again, click the **Close Tab** link that appears beside the error message to remove the contact from the desktop.
3. Contact your system administrator.

Connectivity Issues

When a system component is down or a network problem exists, one of the following errors appears on the Manage Chat and Email gadget:

- `Unable to retrieve customer's email due to a server connectivity issue. Contact your system administrator.`
- `Unable to reply to customer's email due to a server connectivity issue. Contact your system administrator.`

What to do?

Contact your system administrator.

Customer Email Not Found

You click the tab for an email contact in the Manage Chat and Email gadget or you click Send to reply to an email contact and one of the following messages appears:

- `Customer's email was not found. Contact your system administrator.`
- `Unable to retrieve customer's email. It may have been deleted. Contact your system administrator.`
- `Unable to reply to customer's email. It may have been deleted. Contact your system administrator.`

What to do?

1. Click the **Close Tab** link that appears beside the error message to remove the contact from the desktop.
2. Contact your system administrator.

Email Being Worked On by Another Agent

You click the tab for an email contact in the Manage Chat and Email gadget and the following error message appears:

`This email is currently being worked on by another agent.`

What to do?

Click the **Close Tab** link that appears beside the error message to remove the contact from the desktop. You can then continue to work on other email contacts.

Editing Email Reply Is Slow

If an email reply is extremely large, editing the reply may become so slow that the desktop is unusable.

What to do?

Use attachments to send some of the information to the customer instead of including everything in the body of the email reply.

Unable to Display Attachments

You click the tab of an email contact to view the customer email and one of the following messages appears:

- `Unable to display attachments: The number of attachments cannot exceed 10.`
- `Unable to display attachments: The total size of all attachments cannot exceed 10 MB.`
- `Unable to display attachments: The size of a single attachment cannot exceed 2 MB.`

What to do?

Although you cannot download the customer attachments, you can still view the text in the email body and reply to the customer. Send the customer a reply to let them know that you did not receive the email attachments. You can also indicate why the attachments could not be downloaded and ask the customer to resend.

Images in Customer Email Do Not Appear

A customer includes an image within the body of an email message. The image does not appear in the email message when you view it in Finesse. This problem can occur because of the differences in how images are handled by different email clients.

No error appears in Finesse when this occurs. However, a customer may ask if you received the picture they sent or something similar.

What to do?

Let the customer know that you did not receive the image. Ask the customer to resend it as an attachment.